

# **MILITARY MEDICS AND CORPSMEN PROGRAM**



## **APPLICANT ACTION GUIDE**



**2021**

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# MMAC PROGRAM PATHWAYS:

An innovative and award-winning program, the Military Medics and Corpsmen Program (MMAC) is changing the way healthcare hires veterans in Virginia. The MMAC Program offers four career pathways for transitioning service members, veterans, members of the Guard and Reserve, and military spouses. Team MMAC recruits, reviews and refers candidates to healthcare employers statewide. Whatever your path: Team MMAC are your advocates and guides every step of the way!

## Pathway One - MMAC-Qualified

If you're a transitioning or recently discharged Combat Medic/68W, Corpsman, Medical Technician/4N0X1, or member of the Guard and Reserve with less than 12 months since last practicing hands-on clinical care you may be MMAC-Qualified. MMAC has Memos of Agreement (MOA) with 14 major healthcare systems in Virginia. The MMAC Partner Healthcare Systems (PHS) MOA allow MMAC-Qualified applicants to continue to practice clinical procedures under supervision while gaining the education and credentialing required in civilian healthcare. Only Virginia offers this option. *Get your career and credentialing on track with MMAC.*

## Pathway Two - No Veteran Left Behind

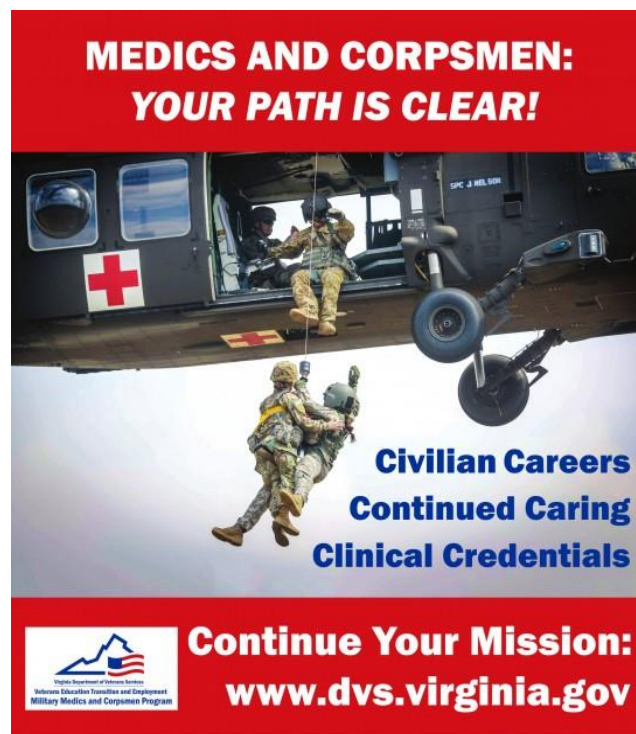
From the HR to the ER, from PT to IT or engineering, logistics, and labs - healthcare needs top talent now with clinical and non-clinical military training and experience. Team MMAC leverages their partnerships with the MMAC PHS and the V3 Certified healthcare employers to open doors to the wide range of employment opportunities found in healthcare. *The door is open and the path is clear-take the step to a civilian career.*

## Pathway Three - Healthcare Leadership

To keep things running efficiently and effectively, hospitals and healthcare systems need experienced leaders. Leadership comes naturally to veterans. From running a clinical practice or program, managing safety, supply chain, infrastructure or IT; veterans with management and command-level experience offer a range of clinical and non-clinical education, experience and expertise. *Are you that leader?*

## Pathway Four - Military Spouses

As a Military Spouse looking to start or continue a career in Virginia's healthcare system, you've come to the right place. We are advocates, an employment resource, and a source of credentialing information. MMAC sets you up for success and potential employment at MMAC Partner Healthcare Systems and Virginia Values Veterans Certified Healthcare Employers statewide. *Spouses serve too. Let MMAC serve you!*



# ARE YOU MMAC - QUALIFIED?

- ☐ **Criteria #1:** Be a recently discharged veteran or a member of the US Guard or Reserve Component. Applicants can also be a Transitioning Service Member, or on terminal leave.
- ☐ **Criteria #2:** Provide proof of military service and honorable/general discharge (Form DD214). If not yet reached ETS or member of the Guard and Reserve, please indicate this on your application.
- ☐ **Criteria #3:** Served as a Navy or Coast Guard Corpsman, Army Medic, or Air Force Medical Technician.
- ☐ **Criteria #4:** Complete the MMAC General Scope of Practice Form on the MMAC application. Successful applicants shall have last performed hands-on patient care utilizing the majority of the skills and procedures in the MMAC General Scope of Practice no later than 12-months prior to application or discharge date. GSOP will vary by employer. At the employer's discretion, training may be substituted for performance of skills or procedures. Candidates may be asked to demonstrate skills proficiency.
- ☐ **Criteria #5:** Be currently enrolled, or officially enrolled in a credentialed educational program within one year of applying to the MMAC Program. Credentialing requirements will be outlined by employers.
- ☐ **Criteria #6:** Be available and intending to accept employment in Virginia upon presentation of a job offer and start date.
- ☐ **Criteria #7:** Submit a civilian-style resume of no more than three pages (PDF only) with the MMAC online application. Be prepared to provide additional military and/or civilian professional documents if requested. This may be JST, METC Transcript, VMET or current civilian credentials.
- ☐ **Criteria #8:** Fully comply with the Partner Healthcare System (PHS) Memo of Agreement/General Scope of Practice. Not following the GSOP can result in MMAC Program disqualification and may lead to termination of offer or employment with the healthcare employer.
- ☐ **Criteria #9:** Respond promptly to communications from MMAC staff and employers. Keep email and voice mail boxes clear. Check Spam/Junk mail folders regularly.
- ☐ **Criteria #10:** A Transitioning Service Member who has a civilian hiring start date more than five-months before discharge or retirement will be considered as seeking Off-Duty Employment (ODE). You must obtain written approval by their new employer and Commanding Officer prior to employment.



# FREQUENTLY ASKED QUESTIONS:

## **What if I'm Not MMAC-Qualified or Not Hired by an MMAC Partner Healthcare System?**

**Answer:** No veteran is left behind! Team MMAC provides one-on-one assessment, assistance and a wide range of employment pathways and resources. Applicants may also be referred to Virginia Values Veterans (V3) healthcare employers, the VDVS Veterans Transition Assistance Program (VTAP) program services or the DVS Virginia Veteran and Family Support Program (VVFS) - just to name a few. *Rest easy, we've got your six.*

## **I'm Ready to Join the MMAC Program How Do I Apply?**

**Answer:** <https://www.dvs.virginia.gov/education-employment/military-medics-corpsmen-mmec-program/>  
Plan on about 15 minutes of uninterrupted time. Have your DD214 and civilian resume (.pdf only) ready.

## **How Are Applicants Referred to Healthcare Employers?**

**Answer:** Team MMAC carefully reviews each application, resume and MMAC General Scope of Practice (GSOP). We contact the applicant for a quick assessment, location preference and an employment strategy discussion. Resume advice and support is also offered. If MMAC-Qualified, the applicant's GSOP is matched to the PHS GSOP that allows the maximum opportunity to apply the GSOP clinical skills. Once fully squared away, applicants are contacted by MMAC via email with links to positions at the MMAC PHS and/or the V3 Certified healthcare employers. After applying, the applicant must notify Team MMAC ASAP that they submitted their application. When notified, the team immediately contacts the HR POC to advocate for the applicant, send the employer the applicant's MMAC application, civilian-style resume and their GSOP if MMAC-Qualified. While we never guarantee *employment*, we do guarantee *to do our very best* to support veterans and employers.

## **Is There a Charge or Fee for this Program?**

**Answer:** No. Never will be.

## **Do I Have to be a Virginia Resident?**

**Answer:** No. However, the employer and position applied for must be located in Virginia.

## **Are Relocation Services Provided?**

**Answer:** No. Any relocation support would be at the discretion of the employer. The Hilton Honors Program may be offer lodging assistance during the interview and hiring process. Contact us for more information.

## **Are MMAC Program Participants Referred and Hired Employees of the Healthcare Systems?**

**Answer:** Yes. All participants follow the employer's standard application, screening and employment process.

## **Who Approves the Skills and Procedures Practiced by MMAC-Qualified Applicants?**

**Answer:** The clinical and HR leadership of the healthcare employer review and approve the MMAC Memo of Agreement/General Scope of Practice (GSOP) outlining the permitted clinical skills/procedures.

### **Why is There a 12-Month Eligibility Limit For MMAC-Qualified Applicants?**

**Answer:** Clinical skills are quickly perishable skills. In consultation with medical and legal experts, the 12-month period is established to minimize skill deterioration and maximize readiness.

### **Who Supervises the Employees of the Healthcare Systems?**

**Answer:** MMAC-Qualified employees are under the supervision of a physician and/or designated Registered Nurse. Other supervision will vary depending on the clinical, non-clinical or leadership position.

### **What is the Pay Rate?**

**Answer:** The pay rate, full, part-time, hourly or PRN status and/or benefits are at the discretion of the healthcare employer and discussed during the interview and hiring process. Pay rates may vary based on experience, position and geography.

### **Is There a Time Limit To Obtain Civilian Credentials?**

**Answer:** If not already credentialed, MMAC-Qualified applicants are expected to be currently enrolled, or officially enrolled in a credentialed educational program within one year of applying to the MMAC Program. Credentialing requirements will be outlined by employers.

### **Are Military Spouses Eligible to Be Considered MMAC-Qualified?**

**Answer:** No. Our legislative mandate and regulations apply to honorably/generally discharged U.S. military service members only. However, employment support for military spouses is offered by the MMAC Team.

### **Can I Request an Employer Where I Want to Live and Work?**

**Answer:** Possibly. We collaborate with healthcare employers statewide. Applicants indicate a preferred region of the state on their application. Every effort is made to match applicants with the nearest employer.

### **What State Agencies Approved this Program?**

**Answer:** The MMAC-Qualified pathway is authorized in the Code of Virginia Section 54.-2901. In part it states: *"Personnel may practice and perform certain delegated acts that constitute the practice of medicine or nursing under the supervision of a physician, podiatrist or designated registered nurse who holds an active unrestricted license in Virginia."* The MMAC General Scope of Practice was reviewed and approved by the Va. Department of Health, Office of Licensure and Certification and the Va. Department of Health Professions.

### **Does My Military Training and Experience Count Towards Civilian Education Credits?**

**Answer:** Many educational programs do award credits for prior military training and education. When selecting a program do the research and have your JST handy. A local community college may offer civilian healthcare credentials faster and at a lower cost with their Credits-To-Careers (C2C) Program, Use C2C to find degrees that help your career, search jobs...and more! Click this link to sign up: [www.credits2careers.org](http://www.credits2careers.org)

### **How Do I Get More Information about MMAC and other DVS Services for Veterans?**

**Answer:** Visit: [www.dvs.virginia.gov](http://www.dvs.virginia.gov) or email: [mmac@dvs.virginia.gov](mailto:mmac@dvs.virginia.gov)

# MMAC GENERAL SCOPE OF PRACTICE:

**Important Information:** The MMAC General Scope of Practice (GSOP) describes the clinical skills and procedures that MMAC-Qualified applicants can perform at the MMAC Partner Healthcare Systems (PHS) with a signed MMAC Memo of Agreement. The MMAC GSOP will vary by PHS. Qualified applicants must have last performed the majority of hands-on patient care in the MMAC GSOP no later than 12 months prior to application or discharge date. At the discretion of the PHS, training may be substituted for performance of certain skills. All MMAC applicants referred to the PHS must comply with MMAC GSOP, the PHS Job Description and/or employment contract.

**General Scope of Practice:** If properly trained and deemed competent by the supervising physician/podiatrist and under the supervision of a physician/podiatrist or designated registered nurse, the Critical Care Technician (CCT) (title may vary by PHS) may:

- 1.) Obtain patient health history, chief complaints, medication history, and identification of health related conditions that may impact the patient's health status.
- 2.) Evaluate patients for emergency medical conditions, order appropriate diagnostic studies and perform a wide range of treatment procedures under the direction of the supervising physician/podiatrist.
- 3.) Assess patient status to keep the supervising physician/podiatrist informed of any change or need for additional treatment.
- 4.) Assist in behavioral/psychiatric situations to include crisis intervention, management of aggressive or suicidal psychiatric patients, and one-to-one observations.
- 5.) Recognize life threatening situations and act to correct these according to established national or facility protocols. Must be able to operate specialized medical equipment such as defibrillators, electrocardiographs, and oxygen apparatus.
- 6.) Assist physician/podiatrist with complex, specialized, and potentially life threatening procedures such as defibrillation, cardioversions, insertion of chest drainage tubes, or initiation of mechanical ventilation to restore normal physiological function or prevent deterioration of patient's condition.
- 7.) Perform triage duties as assigned. In this situation have expertise in the use of specific triage tools, the Emergency Severity Index (ESI) triage tool, or be trained in its use prior to conducting triage evaluations.
- 8.) Conduct or assist with the training of personnel in CPR, basic, and advanced emergency medical care techniques, if appropriately trained and qualified.
- 9.) Conduct or assist with community health programs, blood pressure and glucose screenings, flu immunizations, etc.
- 10.) Transport patients monitored and unmonitored patients to diagnostic procedures and/or inpatient units in the facility.

## **Skilled Care:**

- 11.) Perform airway management using Bi Level Positive Airway Pressure (BIPAP) and advanced airway techniques, to include the use of Laryngeal Mask Airway (LMA) and oral intubations using laryngoscope, if properly trained, credentialed and privileged. This requires understanding in the use of pulse oximetry, capnometry, capnography, or other secondary confirmation methods to ensure correct placement of emergency advanced airway devices.
- 12.) Perform dressing changes, wound management, suture removal, repair of simple lacerations, Foley catheter insertion, splint, binder and bandage applications, and performance of tracheotomy care.
- 13.) Conduct specimen collection, preparation and transfer to the lab for processing of blood, tissue, urine, stool and sputum.
- 14.) Monitor and obtain test results as soon as available and informs physicians/podiatrist promptly to facilitate patient care.
- 15.) Start peripheral IVs
- 16.) Perform venipuncture
- 17.) Perform ear irrigation
- 18.) Perform nasogastric lavage
- 19.) Perform incision and drainage of abscesses
- 20.) Administer enemas
- 21.) Perform splinting

## **Simple Wound Care:**

- 22.) Provide suture removal
- 23.) Perform nail removal
- 24.) Conduct suturing of simple one-layer lacerations not on face, neck, or hands
- 25.) Perform skin stapling - scalp lacerations
- 26.) Apply Steristrips™
- 27.) Apply Dermabond™

## **Diagnostics:**

- 28.) Obtain vital signs
- 29.) Perform EKG
- 30.) Apply rapid strep swabs
- 31.) Perform urine dip
- 32.) Perform urine pregnancy test
- 33.) Perform visual acuity test

## **Medication Administration Under the Direction and Supervision of a Prescriber:**

- 34.) Administer Oxygen
- 35.) Administer basic IV fluids
- 36.) Administer nebulizer medications
- 37.) Administer limited PO meds
- 38.) Administer IM meds
- 39.) Administer IM Immunizations/vaccines

**Important Note:** As part of the application process, all MMAC applicants acknowledge and affirm their current status relating to skills/procedures in the MMAC General Scope of Practice. Providing false or misleading information may lead to disqualification from participating in the Military Medics and Corpsman program and may lead to withdrawal of offer or termination of employment by the healthcare employer.



# PARTNER HEALTHCARE SYSTEMS:

Use the links below to learn more about our MMAC Partner Healthcare Systems (PHS), especially if you are MMAC-Qualified. The systems listed below have signed the MMAC Memo of Agreement/General Scope of Practice. Important note: Use the links below for research purposes only. Do not to apply directly to the PHS. All MMAC applicants must be reviewed and career goals discussed by MMAC staff. They are then directed to the best PHS job application link. After the applicant notifies Team MMAC that they submitted their application, the team immediately contacts the HR POC to advocate for the MMAC applicant, sends the employer the applicant's MMAC application, their resume and their GSOP if applicable.

- **BON SECOURS VIRGINIA HEALTH SYSTEM**  
<https://www.bonsecours.com/>
- **CAPITOL AREA PEDEATRICS**  
<https://www.capitalareapediatrics.com/>
- **CARILION CLINIC**  
<https://www.carilionclinic.org/>
- **CENTRA HEALTH**  
<https://www.centrahealth.com>
- **CHESAPEAKE REGIONAL HEALTHCARE**  
<https://chesapeakeregional.com/about-us>
- **EASTERN VIRGINIA MEDICAL SCHOOL**  
<https://www.evms.edu/>
- **FORT NORFOLK MEDICAL**  
<https://fortnorfolkmedical.com/>
- **HEALTH CORPORATION OF AMERICA (HCA)**  
<https://hcapitaldivision.com/>
- **INOVA HEALTH SYSTEM**  
<https://www.inova.org/>
- **NOVANT HEALTH/UVA HEALTH SYSTEM**  
<https://www.novanthealthuva.org>
- **ORTHO VIRGINIA**  
<https://www.orthovirginia.com/>
- **RIVERSIDE HEALTH SYSTEM**  
[https://riversideonline.com/about\\_riverside/index.cfm](https://riversideonline.com/about_riverside/index.cfm)

- **SENTARA HEALTH SYSTEM**  
<https://www.sentara.com/>
- **VIRGINIA COMMONWEALTH UNIVERSITY HEALTH SYSTEM**  
<https://www.vcuhealth.org>
- **VIRGINIA DEPARTMENT OF CORRECTIONS**  
<https://vadoc.virginia.gov/>
- **VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH  
AND DEVELOPMENTAL SERVICES**  
<https://dbhds.virginia.gov/>

## **The VDVS Virginia Values Veterans (V3) Program**

With training, education and advocacy, the V3 Program assists employers with best practices to recruit, hire, and retain Veterans. V3 Certified employers set veteran hiring goals and pledge to hire qualified veterans whenever possible. When the V3 logo is displayed, you know the employer is “walking the walk” for veterans!

For more about the V-3 Program and a list of V3 Credited Employers visit: <https://www.dvsv3.com/>



# EDUCATION / CREDENTIALING:

## Virginia Department of Veteran Services (VDVS) Transition and Education Resources

### **State Approval Authority (SAA)**

<https://www.dvs.virginia.gov/education-employment/state-approving-agency/>

804-225-2298 or e-mail: [saa@dvs.virginia.gov](mailto:saa@dvs.virginia.gov)

### **Virginia Transition Assistance Program (VTAP)**

<https://www.dvs.virginia.gov/education-employment/virginia-transition-assistance-program-vtap/>

804-786-8060 or e-mail: [vtap@dvs.virginia.gov](mailto:vtap@dvs.virginia.gov)

## Credentialing/Licensing/Education Resources

### **Virginia Department of Health Professions (VDHP)**

<https://www.dhp.virginia.gov/>

#### **Military Credentialing**

<https://www.dhp.virginia.gov/About/MilitaryCredentialing.htm>

#### **List of Professions Regulated**

<https://www.dhp.virginia.gov/AboutDHP/ListofRegulatedProfessions/>

#### **Apply For a License**

<https://www.dhp.virginia.gov/ApplicantResources/ApplyforaLicense/>

### **Office of EMS, Virginia Department of Health (VDH OEMS)**

<http://www.vdh.virginia.gov/OEMS/>

### **Virginia Board of Medicine**

<https://www.dhp.virginia.gov/medicine/>

### **Virginia Board of Nursing**

<https://www.dhp.virginia.gov/Boards/Nursing/>

### **Virginia Community College System (VCCS) Veterans & Military Education Contacts:**

<http://www.vccs.edu/>

<https://www.vccs.edu/serving-veterans/#military-contacts>

#### **Credits for Military Prior Learning “Credits to Careers”**

[www.credits2careers.org](http://www.credits2careers.org)

#### **Fast Forward Credentialing Program**

<https://www.fastforwardva.org/>

# FINANCIAL ASSISTANCE / SCHOLARSHIPS:

- **National Institutes of Health (NIH) Undergraduate Scholarship Program:**  
<https://www.training.nih.gov/programs/ugsp>
- **National Institutes of Health (NIH) Loan Repayment Programs:**  
<https://www.lrp.nih.gov/eligibility-programs#programs>
- **Health Resources and Services Administration (HRSA) Grants:**  
<https://bhwa.hrsa.gov/grants>
- **Health Resources and Services Administration (HRSA) Loans and Scholarships:**  
<https://bhwa.hrsa.gov/loansscholarships/schoolbasedloans>
- **HRSA Health Professional Shortage Areas (HPSA) Loans and Scholarships:**  
<https://bhwa.hrsa.gov/loansscholarships>
- **Official GI Bill Website:**  
<http://www.benefits.va.gov/gibill/>
- **Post 9/11 GI Bill Website:**  
[http://www.benefits.va.gov/gibill/post911\\_gibill.asp](http://www.benefits.va.gov/gibill/post911_gibill.asp)
- **Yellow Ribbon Program:**  
[http://www.benefits.va.gov/gibill/yellow\\_ribbon.asp](http://www.benefits.va.gov/gibill/yellow_ribbon.asp)
- **Veterans United Foundation:**  
<http://www.enhancelives.com/scholarships>
- **Pat Tillman Foundation:**  
<http://pattillmanfoundation.org/apply-to-be-a-scholar/>
- **Marine Corps Scholarship Foundation:**  
<https://www.mcsf.org/>
- **American Legion:**  
<http://www.legion.org/scholarships>
- **Veterans of Foreign Wars:**  
<http://www.vfw.org/Scholarship/>
- **AMVETS:**  
<http://www.amvets.org/amvets-in-action/scholarships/>

# RESUME / APPLICATION / INTERVIEW TIPS:

Applying to job openings can be tricky, but we'll walk you through the process. Here are some pointers to make in your resume and application stand out and boost your shot at success in the interview:

**DO:** Get your resume seen by the right people. Your resume is important, but nobody will see it unless you get past the first round screening with HR. To get you in front of that HR rep with a long list of applicants and a short amount of time to get through them, you need to make it easy for the rep. It is imperative that you match your knowledge, skills and abilities with key words and requirements on the position description then include those in your resume and online application.

**DO:** Explain how and why you have the skills for the job and make it quantifiable.

## For Example:

**Sample Job Description:** At a minimum, the Environmental Health Specialist position requires knowledge of environmental health science and public health principles in the areas of food protection and sanitation. Knowledge of microbiology and epidemiology as they relate to communicable disease is helpful. Must have the ability to evaluate the operation of food service establishments and to interpret, apply and enforce state & local environmental health regulations. Further, the selected incumbent must be able to interact and communicate positively (orally and in writing) with internal and external customers and have skill in promoting/teaching public health.

**Your Response:** As an Army Environmental Health and Science Engineering Officer I applied knowledge of microbiology, epidemiology, environmental and public health principles on a daily basis. I was responsible for the operation, evaluation and enforcement of food protection/sanitation and communicable disease prevention, regulations and programs. I communicated with hundreds of foreign nationals and military service members in extremely hazardous conditions during worldwide operations.

**DON'T:** Ever put "see resume" on the application. Even if it seems redundant, put as much relevant information into the actual online application as possible, even if the same information is in the resume. If you put "see resume" in any part of the application YOU WILL NOT GET THE JOB.

**DO:** make sure you fill out as much of the application as possible. If you have a blank, fill in with N/A. Copy and paste directly from your resume when possible.

**DO:** write a cover letter if the online application will allow you to submit it. A cover letter shows that you are willing to put a bit of extra time and effort. That says a lot to hiring managers. Some positions may not allow you to upload documents to your application so if that is the case, cut and paste and add in the "optional information" box.

**DON'T:** Make your cover letter generic. The real point in a cover letter is showing that you at least read and understood the job posting and that you have done some minimal research regarding the organization. Include the key words and KSA matched to your skills and experience. A generic cover letter defeats the purpose of doing one at all.

**DO:** Use references and make sure they are good ones, as well as people that will answer their phones or email. Most employers will contact all references of those that sit for interviews, so these will be checked and will come in handy. With State of Virginia applications, they are required to check references.

**DO:** Think and respond in terms of action and outcomes using the S-T-A-R format, for the application, for the resume and for answering interview questions. Using S-T-A-R gets to the heart of what you actually did in previous work and military experience. Use S-T-A-R and you'll be a Star!

### **S-T-A-R**

- \* **Situation** - What was the situation you / your previous employer faced?
- \* **Task** - What tasks were involved in that situation?
- \* **Action** - What actions did you take?
- \* **Results** - What were the results of those actions?

**DON'T:** Forget to make *absolutely* sure that your application responses and resume speak specifically to the requirements listed in the job posting. If the posting says, "Must have demonstrated knowledge of public health principles," your application and resume should address this. Don't just say, "I have knowledge of public health principles." Explain the type of work and activities that allowed you to gain the knowledge and highlight the outcomes.

**DO:** Read your resume and application once, then read it three more times! Make double-sure it is 100% typo free. Nothing looks worse than, "deetale oreoented and orgunzed military preffessional" on a resume. Ask a friend to review the resume for you and offer honest and constructive feedback.

**The Bottom Line:** Remember 3-C: Be clear, be concise, be comprehensive and you will crush it!



# YOU GOT THE JOB IN CIVILIAN HEALTHCARE! NOW WHAT?

## **STEP 1 - RELAX:**

- CONGRATULATIONS, you got the job in civilian healthcare!!
- Your successful transition to the civilian world has begun. The civilian and military healthcare systems have many similarities in the delivery and continuity of patient care. However, civilian culture, leadership structure, operations, regulations, and management systems will be different than you are used to.
- It is great to hit the ground running after military service. Keep in mind, “pace yourself” and allow time to learn about your new colleagues, corporate culture and civilian career.



## **STEP 2 - RELEASE:**

- It's time to mentally and physically replace those dog tags with a hospital ID tag. The primary goal of military healthcare is to preserve the health and wellness of the war fighter and those who support the mission. Now, it is time to embrace your new organization's vision of providing top-quality, safety-focused and cost-effective healthcare to Virginia's communities and families.
- Drop preconceived stereotypes you may have of the civilian workforce and civilian healthcare systems. Approach your new workplace with an observant, open-minded and flexible attitude.
- Transition is easier for some veterans as opposed to others. Just like in basic training, it will take time to learn, connect and find your “fit” on the team. Don't be too hard on yourself; the military mindset is different than what is typically found in the civilian workforce. You'll get it.

### **STEP 3 - RESEARCH:**

- Establish a strong foundation for your successful mission in civilian healthcare. Know your healthcare system's goals, vision and values. This will give you a sense of direction and "big picture" view of the organization.
- Identify the unifying factors between civilian and military healthcare to help you familiarize yourself with your new healthcare organizational culture, norms and practices.
- Remember your military career started with basic training. Actively participate in new employee required and optional orientation sessions, educational in-services and seminars.

### **STEP 4 - REALIZE:**

- Many of your civilian counterparts have patriotic hearts and appreciate your military service. Some may even have a connection to military service. However, they may not understand where you come from, where you have been or your training and capabilities. You now have an opportunity to educate your civilian colleagues and help them better understand those who have served in the armed forces.
- Despite the vast experience of military medical professionals, you may encounter concern or skepticism about allowing unlicensed/credentialed staff to perform clinical procedures under the MMAC Program. Let your experience, demeanor and delivery of quality patient care build their confidence and trust in you and the medics and corpsmen that follow in your footsteps.
- It is vital that you become a valuable and capable "fit" as part of your new team. Show the value of your military experience by being flexible and accountable, show initiative, focus and leadership abilities. Perform for the good of the team by demonstrating confidence, poise and your ability to handle stressful situations.

### **STEP 5 - DEMONSTRATE:**

- Military personnel are known for precise communication, individual accountability, impeccable execution and natural leadership. All four skills are in high demand in civilian healthcare. You offer military bearing and clinical skills, but on the flip side, be aware of subtle or overt behaviors that may come from your years in military service.

- A few examples of behaviors to avoid:
  - Beware of rigid or “stiff,” aggressive or demanding body language and speech. Avoid the “knife hand” gesture or sitting/standing at “parade rest”.
  - Be very respectful at all times and use appropriate professional titles but it’s not necessary to address all your professional contacts as Sir or Ma'am. You don’t have to salute your chief nurse or supervising physician! You can typically address them by their first name unless told otherwise. However, most physicians prefer the “Doctor” title to be used.
  - Don’t use military jargon such as civilian time vs. military time, meters vs. miles, or military medical or operational acronyms.
  - In high-stress situations be sensitive to reverting to demanding or “command-type” verbal and nonverbal communication.
  - Don’t get frustrated if you experience the “hurry up and wait” or “no discussion, get it done” mentality you may have dealt with in the military. This happens in every workplace.
  - Tobacco use in healthcare facilities and within medical property is no longer acceptable or permitted. Consider starting a tobacco cessation program before applying. The major benefits include improving your productivity, health and overall wellness.

## **STEP 6 - CONNECT:**

- Employers appreciate the qualities ex-military personnel bring to the civilian workplace. Show how your personality will fit in well with their other employees’ personalities. It is critical to remember that some cultural norms which lead to great success in the military environment may be ineffective or counterproductive in the civilian world. Put your best foot forward as you are meeting new staff by keeping your positive energy levels up and your stress levels down. Stay in learn mode, get plenty of exercise and rest. Try to engage in social activities you enjoy.
- Tap the in-house resources at your disposal as you ease into a new working environment. Check out your Employee Assistance Program (EAP) for a variety of transition and on-going support options. Many veterans miss the camaraderie of military life. This is the perfect time to share your service and ask about military affinity committees or Veteran Employee Resource Groups.
- Consider making community connections. There are numerous groups and organizations that bring veterans together to help each other with career transition and support, volunteering, and stabilizing your life as a civilian. Share your MMAC story and how it helped your transition and career goals. “Pay it Forward” to help other medics and corpsmen and their families.

## **STEP 7 - COLLABORATE:**

- As a part of MMAC, you are on the pathway to becoming a credentialed civilian healthcare provider. It is vital that you formulate and execute an action plan to gain credentialing. Training may be possible with your new employer's in house and/or a local education program. Take control of your career development: learn new skills, identify courses and participate in in-service training whenever possible. Talk about your career and educational development goals with your supervisor, in-house educational or HR staff and your experienced colleagues.
- Share your story! As a military medical professional you have been exposed to a wide range of unique treatment situations, perhaps even providing healthcare in a combat zone. Don't hesitate to share your experiences when and where appropriate.
- Share your knowledge! You bring a host of talents to the civilian healthcare system. Traits like self-discipline, attention to detail, creativity, confidence, communication, focus, and high regard for structured leadership come naturally to those who have served our country. Let them shine.

## **SOURCES AND RESOURCES:**

<https://www.va.gov/vetsinworkplace>

<http://www.military.com>

<https://www.govloop.com>

<http://maketheconnection.net>

<https://recruitmilitary.com>

